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Army Performance Improvement Criteria "APIC" Training Module 8

"APIC Category Summary"

Summary

- Over the past seven weeks you have been provided each of the 7 categories of the APIC criteria. This week's TMT provides you the summary of the APIC criteria.
- Next week we will begin covering detailed areas of organizational development and APIC applications imbedded within each category.
- We encourage you to keep and consolidate these training modules for future reference.

Army Performance Improvement Criteria (APIC)

- APIC is based on the Baldrige Criteria, with modifications to reflect the Army environment
- APIC being aligned with Baldrige promotes cooperation between public and private sector organizations
- APIC Is the strategic framework for:
  - Leading change
  - Assessing performance
  - Setting high standards for Army excellence

APIC Criteria

- The Army Performance Improvement Criteria includes seven categories of performance criteria:
  1. Leadership
  2. Strategic Planning
  3. Customer and Market Focus
  4. Measurement and Analysis
  5. Human Resources Focus
  6. Process Management
  7. Business Results

APIC
Key Performance Areas

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1. Leadership
   - 1.1 Organizational Leadership
   - 1.2 Social Responsibility

2. Strategic Planning
   - 2.1 Strategy Development
   - 2.2 Strategy Deployment

3. Customer and Market Focus
   - 3.1 Customer and Market Knowledge
   - 3.2 Customer Relationships and Satisfaction

APIC
Key Performance Areas

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4. Measurement and Analysis
   - 4.1 Measurements and Analysis of Performance
   - 4.2 Information and Knowledge Management

5. Human Resources Focus
   - 5.1 Work Systems
   - 5.2 Employee Learning and Motivation
   - 5.3 Employee Well-Being and Satisfaction

APIC
Key Performance Areas

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6. Process Management
   - 6.1 Value Creation Processes
   - 6.2 Support Processes

7. Business Results
   - 7.1 Customer-Focused Results
   - 7.2 Product and Service Results
   - 7.3 Financial Management and Market Results
   - 7.4 Human Resources Results
   - 7.5 Organizational Effectiveness
   - 7.6 Governance and Social Responsibility Results

APIC
Core Values and Concepts

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- The APIC criteria is built upon a interrelated set of 11 Core Values and Concepts:
  - Visionary leadership
  - Customer-driven excellence
  - Organizational and personal learning
  - Valuing employees and partners
  - Agility
  - Focus on the future
  - Managing for innovation
  - Management by fact
  - Social responsibility
  - Focus on results and creating value
  - Systems perspective

More Information about the Army Performance Improvement Criteria and the
"APIC" website can be found at:

www.hqda.army.mil/leadingchange/